NORTEL NETWORKS

Enterprise Edge Telephone Feature Card

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Using Enterprise Edge features

Using an Enterprise Edge feature

1. Press [Feature] and enter the desired feature code on the dial pad.
   or
   Press a programmed memory button.
2. Follow the display messages.

On a two-line display telephone, some features are also available on display buttons.

Programming memory buttons

You can program memory buttons for one-touch access to frequently used features.

1. Press [Feature] [*] [3].
2. Press the memory button that you want to program. (This step is not necessary on the M7100 telephone.)
3. Press [Feature] and enter the feature code on the dial pad.

You can also program frequently dialed numbers, using the following codes:

[Feature] [*] [1] External autodial: Store an external number for one-touch dialing.

[Feature] [*] [2] Internal autodial: Store an internal number for one-touch dialing.

See your Telephone User Card for details.

You cannot program line, intercom, answer, or Handsfree/Mute buttons.

Enterprise Edge features

Background Music

[Feature] [8] [6] **Cancel** [Feature] [#] [8] [6]

Listen to music (provided by your office) through your telephone speaker when you are not on a call.

Button Inquiry

[Feature] [*] [0]

Check what is programmed on any button. Use when labeling buttons.

Call Duration Timer

[Feature] [7] [7]

Briefly display the approximate length of your current or most recent call.

Call Forward

[Feature] [4] **Cancel** [Feature] [#] [4]

Send your calls to another telephone in your Enterprise Edge system.

Call Park

[Feature] [7] [4]

Put a call on hold so that it can be picked up from any telephone in your Enterprise Edge system. The display shows a three-digit retrieval code.

To retrieve a parked call, press [Intercom] and dial a retrieval code on any telephone in your Enterprise Edge system. On the M7100 telephone, just lift the receiver and dial the retrieval code.

Call Pickup - directed

[Feature] [7] [6]

Answer any ringing telephone.

Press [Feature] [7] [6] and dial that telephone's extension number.

Call Pickup - group

[Feature] [7] [5]

Answer a call that is ringing at another telephone in your pickup group. The external call that has been ringing longest is answered first.

Call Queuing

Feature 8 0 1

Answer the next call. If more than one call is waiting, priority is given to incoming external calls over callback, camped, or transferred calls.

Camp-on

Feature 8 2

Re-route a call to another telephone even if all its lines are busy.

Press Feature 8 2, then dial the extension number of the receiving telephone.

Class of service password

Feature 6 8

Change the dialing filters on a line or telephone, or gain external access to your system. Dialing filters determine which numbers you can dial.

Press Feature 6 8 and enter a password provided by your system coordinator to change your class of service.

Conference

Feature 3

Establish a conference call between yourself and two other parties.

1. Make or answer the first call.
2. Put the first call on hold.
3. Make or answer the second call.
4. After the second call is connected, press Feature 3.
5. Press the line or intercom button of the first held call (not required on the M7100 telephone).
6. Press Rls to end the conference call.

To remove yourself from a conference permanently (unsupervised conference):

Press Feature 7 0. The other two callers remain connected. (Some external lines may not support this feature. See your system coordinator.)

To put a conference on hold:

Press Hold. The other two callers can still talk to each other.

To split a conference:

Press the line or intercom button of one caller to consult privately while the other caller is on hold. To re-establish the conference, press Feature 3.

To disconnect one party:

Press the line or intercom button of the caller you want to disconnect, then press Rls. Press the line or intercom button of the remaining caller to resume your conversation.

To independently hold two calls:

Press the line or intercom button of the first caller, then press Hold. The second caller is automatically put on hold. To re-establish the conference, retrieve one call from hold, press Feature 3, then retrieve the second call from hold.

Contrast adjustment

Feature * 7

Adjust the contrast of your display.

Press Feature * 7, then press a number from 1 to 9 (depending on your telephone). Press Hold to set your choice.

Dialing modes

Feature * 8 2

Choose one of three methods of dialing.

1. Press Feature * 8 2.
2. Press # to select the mode.
3. Press Hold to store the mode.

Standard Dial: Select a line, then dial the number. (Standard Dial is always available, even when another dialing mode is selected.)

	Automatic Dial: Dial the number without choosing a line button first. Your prime line is automatically selected for the call. Pre-Dial: Dial the number, then press a line button to place the call. Edit the number by pressing [🔊] [🔊] before placing the call.
Do Not Disturb	[Feature] [8] [5] **Cancel** [Feature] [#] [8] [5] When you are not on a call prevent all incoming calls, except priority calls, from ringing at your telephone. When you are on a call, block an incoming priority call.
Group Listening	[Feature] [8] [0] [2] **Cancel** [Feature] [#] [8] [0] [2] Use both the receiver and speaker while you are on a call. To avoid electronic feedback, keep the receiver away from the speaker during the call, and press [Rls] to hang up.
Hold	[Hold] Temporarily suspend a call. To retrieve a held call, press the line button for the held call. (Press [Hold] on the M7100 telephone.) Exclusive Hold [Feature] [7] [9] or [Feature] [Hold] Temporarily suspend a call and prevent other telephones from picking it up.
Language Choice	[Feature] [*] [5] [0] [1] Select English as the language for the telephone display. [Feature] [*] [5] [0] [2] Select French as the language for the telephone display. [Feature] [*] [5] [0] [3] Select Spanish as the language for the telephone display.
Last Number Redial	[Feature] [5] Automatically redial the last external telephone number that you dialed.
Line pools	[Feature] [6] [4] With a line pool, telephones can share several lines for making calls. 1. Press [Feature] [6] [4] or [Intercom]. 2. Enter a line pool access code. (See your system coordinator for a list.)
Line Redirection	[Feature] [8] [4] **Cancel** [Feature] [#] [8] [4] Send calls arriving on an external line to another telephone outside your Enterprise Edge system. (Some external lines may not support this feature. See your system coordinator.) This feature is not available on the M7100 telephone.
Link	[Feature] [7] [1] Generate a Link signal to access a PBX or other host exchange.
Long Tones	[Feature] [8] [0] [8] Generate a tone for as long as you hold down a button. This is used to communicate with devices like fax or answering machines. Long tones are in effect only for your current call.

Messages

Feature 1 **Cancel** Feature # 1

Send a message to an Enterprise Edge telephone's display to have someone call you back.

To view and reply to your messages:

1. Press Feature 6 5.
2. Press * and # to view your message list.
3. Press 0 to call the person who left you the message.

To erase a message:

1. Press Hold while viewing a message.

Moving line buttons

Feature * 8 1

Change the position of your line or hunt group buttons.

1. Press Feature * 8 1.
2. Press the line button that you want to move.
3. Press the button that you want to move the line to.
4. Press Rls. The two buttons are exchanged.
5. Switch the button caps.

Line buttons cannot be exchanged with intercom, answer or Handsfree/Mute buttons.

Name and number blocking

Feature * 8 1 9

Block the outgoing name and/or number on a per-call basis.

1. Press Feature * 8 1 9.

Page

Feature 6 0 and code (1 to 3) and zone (0 to 6)

Make a page announcement through either the internal (code 1) or external (code 2) speakers, or both (code 3). Zone 0 pages all zones.

Page announcements are programmed to timeout after a pre-selected amount of time which is set by your installer.

Internal page

Feature 6 1 and zone (0 to 6)

Make a page announcement to all, or to a specific group of Enterprise Edge telephones, through the telephone speakers. Zone 0 pages all zones.

External page

Feature 6 2

Make a page announcement through an external loudspeaker system.

Internal and external page

Feature 6 3 and zone (0 to 6)

Make a page announcement through both your Enterprise Edge telephone speakers and an external loudspeaker system. Zone 0 pages all zones.

Pause

Feature 7 8

Program in an external autodial sequence to insert a 1.5 second delay.

For pulse dialing: * also inserts a 1.5 second delay.

Priority

Feature 6 9

Interrupt a person who is on a call or using Do Not Disturb.

A person on another call can press Feature 8 5 to block your priority call.

Privacy

Feature 8 3

Change the privacy setting for an external line. If a line normally has privacy, this permits another telephone that shares the line to join your call by selecting the line while you are using it. If a line normally has privacy disabled, this prevents another telephone that shares the line from joining your call by selecting the line while you are using it. The privacy setting is re-established once you end your call or when you enter the Privacy feature code again.

Programmed Release

Feature * 8 9

Program at the end of an external autodial number to automatically release the call.

Ring Again

Feature 2 **Cancel** Feature # 2

Monitor a busy or unanswered telephone, or a busy line pool within your system. Ring Again signals you to call back when the telephone or line pool becomes available.

Ring type

Feature * 6

Select a distinctive ring to help differentiate between your telephone and others nearby.

1. Press Feature * 6 .
2. Enter the ring type number (1 to 4).
3. Press Hold .

Ring volume

Feature * 8 0

Make your telephone ring so that you can adjust the volume. You can also adjust the volume any time your telephone rings.

Run/Stop

Feature * 9

Store more than one autodial number or external carrier feature code on one memory button by inserting a break point between numbers or codes. The first press of the button dials the first number or code; the next press dials the next number or code. You can program up to four numbers or codes separated by break points.

Saved Number Redial

Feature 6 7

Save a number to redial later. Enter the code while you are on a call that you have dialed to save the number. Enter the code when you are not on a call to redial the saved number.

Service Schedules

Show service schedules

Feature 8 7 0

Display the modes that have been turned on at a designated control set.

Ringing service

Feature 8 7 1 **Cancel** Feature # 8 7 1

Turn on one of six schedules for alternative ringing/call answering arrangements from a designated control telephone.

Restriction services

Feature 8 7 2 **Cancel** Feature # 8 7 2

Turn on one of six services for restrictions on particular lines or telephones from a designated control telephone. You will be required to enter the System Coordinator password.

Routing services

	Feature 8 7 3 **Cancel** Feature # 8 7 3 Turn on one of six services for routing on particular lines or telephones from a designated control telephone. You will be required to enter the System Coordinator password.
Speed Dial	Feature 0 Dial an external telephone number using a two-digit code. There are two types of speed dial codes: system (01 to 70) and personal (71 to 94). System speed dial codes can be used from any Enterprise Edge telephone in the system. They are assigned by your system coordinator. Personal speed dial codes are used exclusively at your telephone. To make a call using a speed dial code: 1. Press Feature 0 . 2. Enter the two-digit code for the number (01 to 70 for system speed dial, 71 to 94 for personal speed dial). To program personal speed dial numbers: 1. Press Feature * 4 . 2. Enter a two-digit code from 71 to 94. 3. Specify the external line by pressing a line button, a line pool button, or the intercom button. If you don't specify the external line, the system automatically chooses a line for the call. 4. Dial the telephone number you want to program (up to 24 digits). 5. Press Hold . 6. Record the code and number you have just programmed. You cannot program personal speed dial numbers while someone else is programming your Enterprise Edge system.
Static time and date	Feature 8 0 6 **Cancel** Feature # 8 0 6 Change the first line of the display to the current time and date.
Time	Feature 8 0 3 Briefly display the time and date while you are on a call.
Transfer	Feature 7 0 Send a call to another telephone within your Enterprise Edge system, or to an external telephone. You may not be able to transfer a call on an external line to an external telephone, depending on the capabilities of the lines. 1. Make or answer a call. 2. Press Feature 7 0 . 3. Call the person you want to transfer the call to. 4. Stay on the line if you wish to speak to the person first. 5. Press Rls to complete the transfer. If an external call is transferred to a busy internal or network extension, or is not answered after a few rings, the call automatically rings you back.
Trunk Answer	Feature 8 0 0 Answer an external call that is ringing on a line that has been placed into a Ringing Service schedule from any telephone in your Enterprise Edge system. This feature does not work for a private line.
Voice call	Feature 6 6 Make a voice announcement or begin a conversation through the speaker of another Enterprise Edge telephone without first making the other telephone ring.

Voice call deny

Feature 8 8 **Cancel** Feature # 8 8

Prevent your telephone from receiving voice calls.

Do Not Disturb (Feature 8 5) also prevents your telephone from receiving voice calls.

Wait for dial tone

Feature 8 0 4

Program in an external autodial number to cause the system to wait to receive dial tone from another system before proceeding with the dialing sequence.

Call Display Services

The following features are available only if you subscribe to Call Display services from your local telephone company.

Autobumping

Feature 8 1 5 **Cancel** Feature # 8 1 5

Have the system automatically delete the oldest log item from a full Call Log, so that a new log item can be stored.

Call Information

Feature 8 1 1

Display the name, number or line name of a ringing or held call. Press # to move through the information displays.

Call Log

Feature 8 1 2

Call Log displays use the following special characters:

1 (underline) identifies a new item
identifies answered calls
identifies long distance calls
identifies that the information has been shortened

To view your Call Log:

1. Press * to view old items.
   Press # to view new items.
   Press 0 to return to the last viewed item.
2. Press # and * to move through your items.
3. Press [vol] [vol] to view more information on an item.

To erase a Call Log entry:

1. Press Hold while viewing an item.

To return a call from your Call Log:

1. Display the desired number on your telephone.
2. Edit the number, if required. You can add numbers for long distance dialing or line pool access or remove numbers using [vol] [vol].
3. Press a line button.
4. Lift the receiver.

Call Log options

Feature * 8 4

Select the type of calls that will automatically be stored in your Call Log. Press # to see the next setting. Press Hold to select the displayed setting.

Call Log password

Feature * 8 5

Program a four-digit password for your Call Log. To remove a forgotten password, see your system coordinator.

Logit

Feature 8 1 3

Store caller information for your current call in your Call Log.